

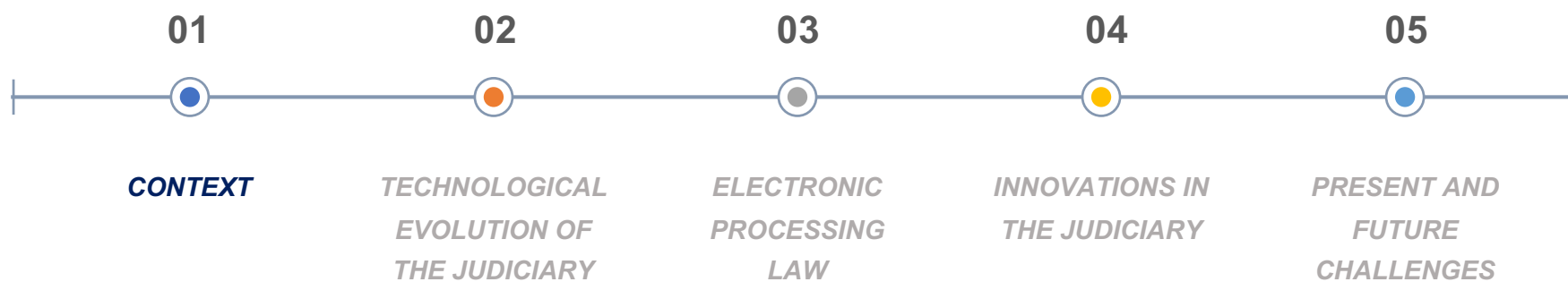
DIGITAL TRANSFORMATION OF JUSTICE IN CHILE

IMPLEMENTATION OF LAW N° 20,886

GLORIA ANA CHEVESICH – MINISTER OF THE SUPREME COURT OF JUSTICE

CONTENT

DIGITAL TRANSFORMATION OF JUSTICE IN CHILE



SCOPE OF DIGITAL TRANSFORMATION IN THE JUDICIARY

Key data to understand the challenge:

- ✓ 476 courts under the Judiciary
- ✓ +12,500 employees work with Judiciary systems
- ✓ +55,000 lawyers interact with the Virtual Judicial Office
- ✓ About 3.2 million cases filed annually
- ✓ About 16 million filings submitted annually
- ✓ More than 440,000 pages of filings integrated into systems daily
- ✓ Over 180 million interconnection transactions in 2022
- ✓ Virtual Judicial Office available 24/7



CURRENT ECOSYSTEM OF SOLUTIONS OF THE JUDICIAL BRANCH



VIRTUAL JUDICIAL OFFICE

Virtual Court Office that allows the entry of all claims and documents, and the complete processing of the case is known.

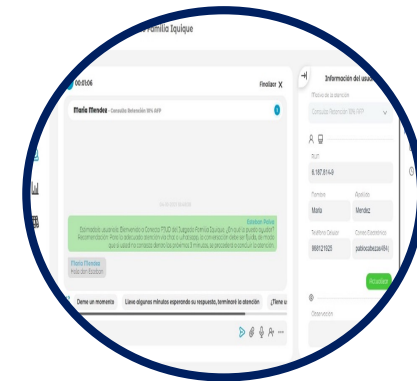


PROCESSING SYSTEMS AND ELECTRONIC FILE

Electronic processing systems by subject and process at all levels.
All database records and digital documents.

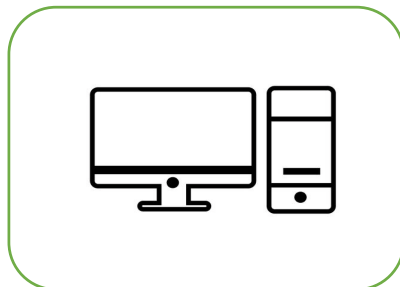


ACTIVE TRANSPARENCY AND MANAGEMENT INDICATORS

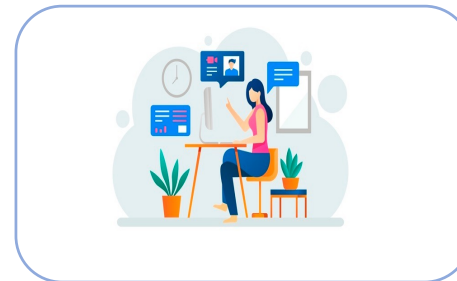


TOOLS FOR USER SERVICE

Strengthening support channels and the help desk
Expansion of videoconferencing platforms



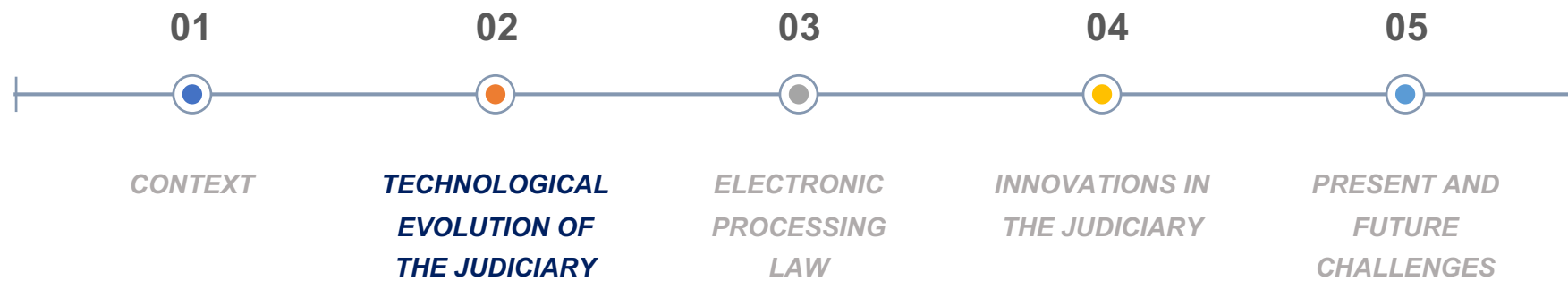
“Easy Procedure Form” available for non-attorney users



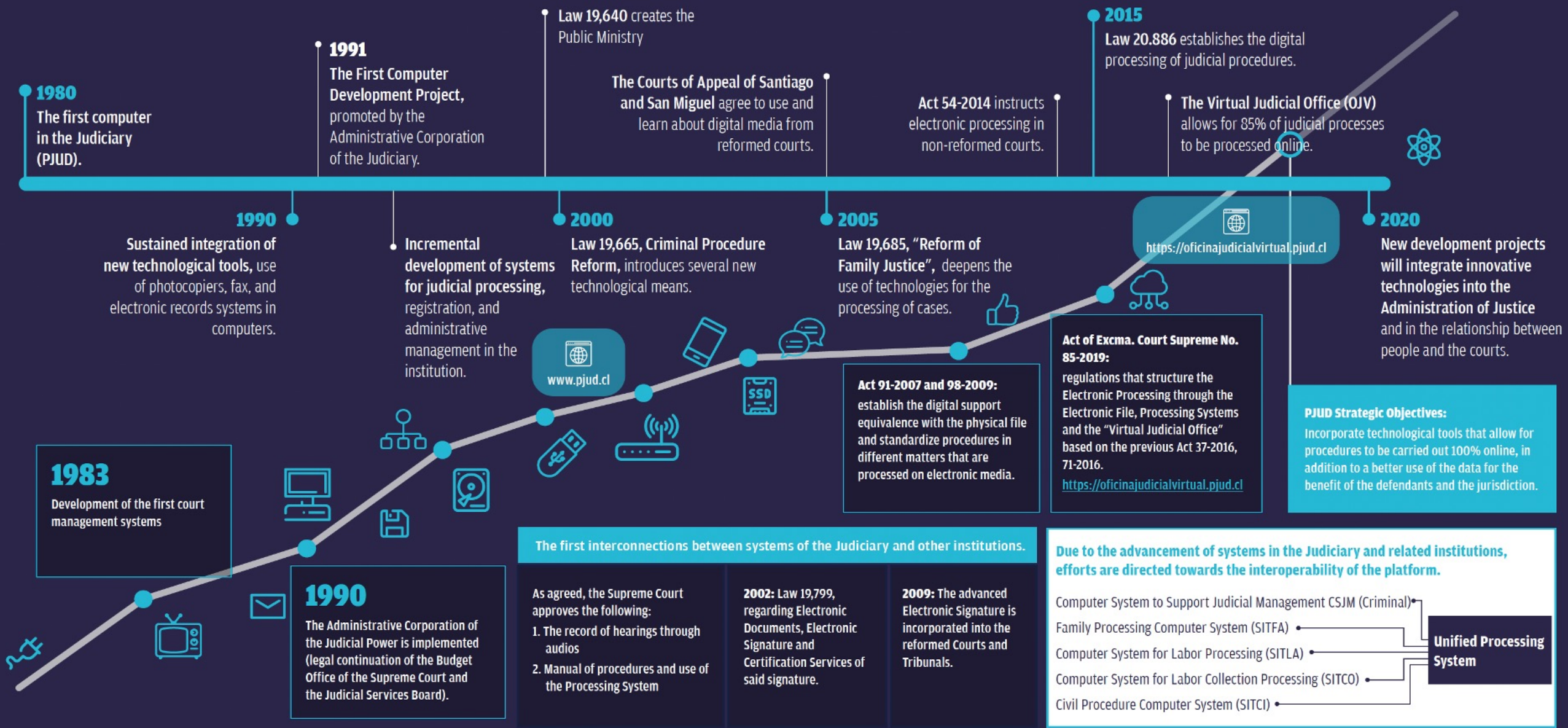
During the pandemic, 92% of employees worked remotely using these digital tools.

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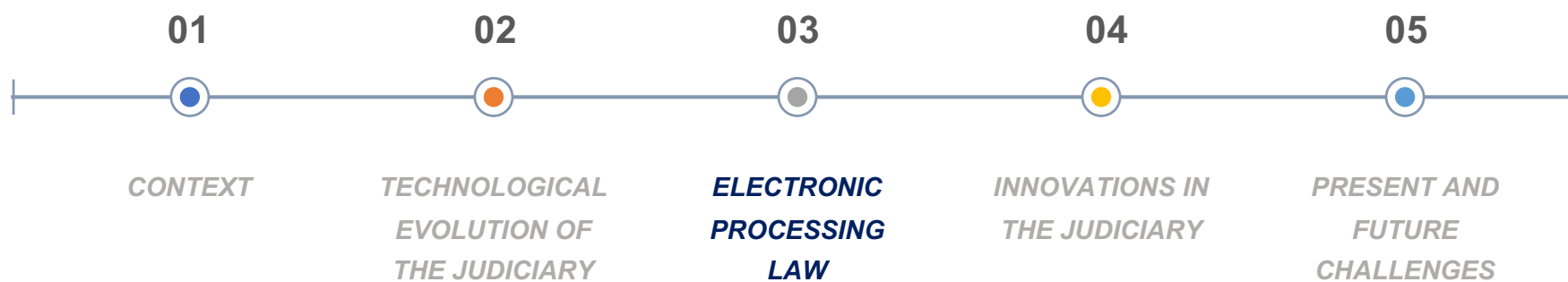


DIGITAL DEVELOPMENT TIMELINE IN JUDICIAL PROCESSES



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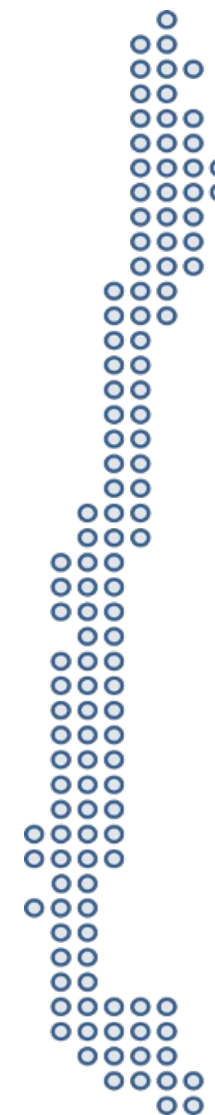
KEY MILESTONES OF THE ELECTRONIC PROCESSING LAW

1. PROMULGATION OF THE LAW

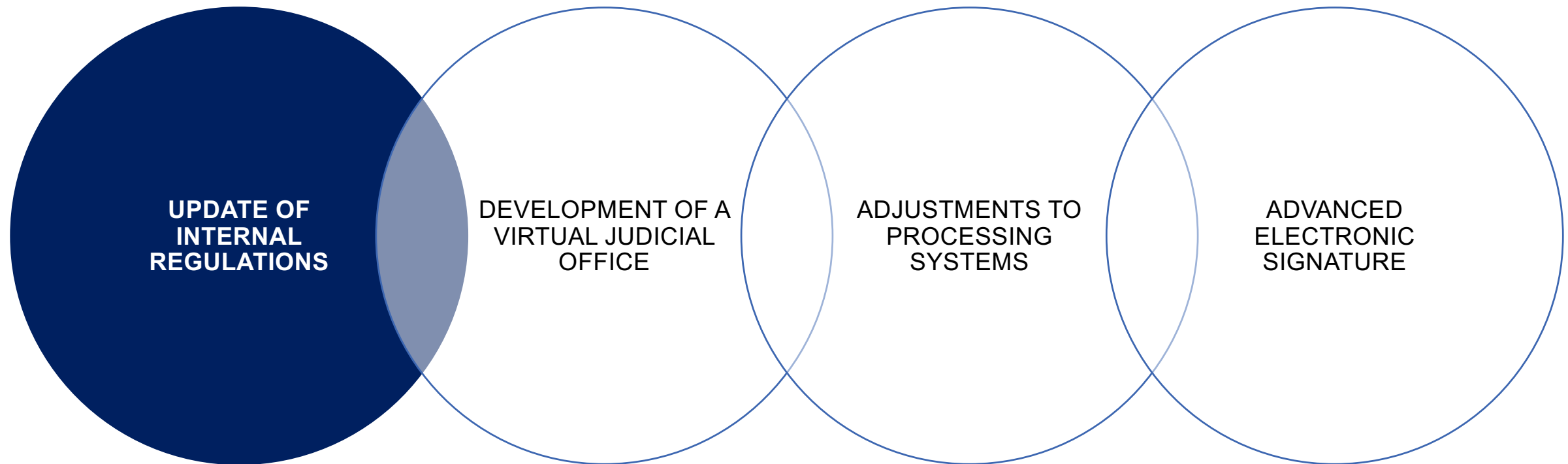
In effect since 2016, Law No. 20,886 makes it mandatory for citizens to submit judicial cases electronically. Interactions with the courts, such as the submission of claims and documents, are done through the Virtual Judicial Office.

2. FULL ACCESS 24/7

This makes it fully accessible for people to file requests without time restrictions (24/7), avoiding the need to visit physical court offices unless strictly necessary.



KEY ASPECTS OF IMPLEMENTATION



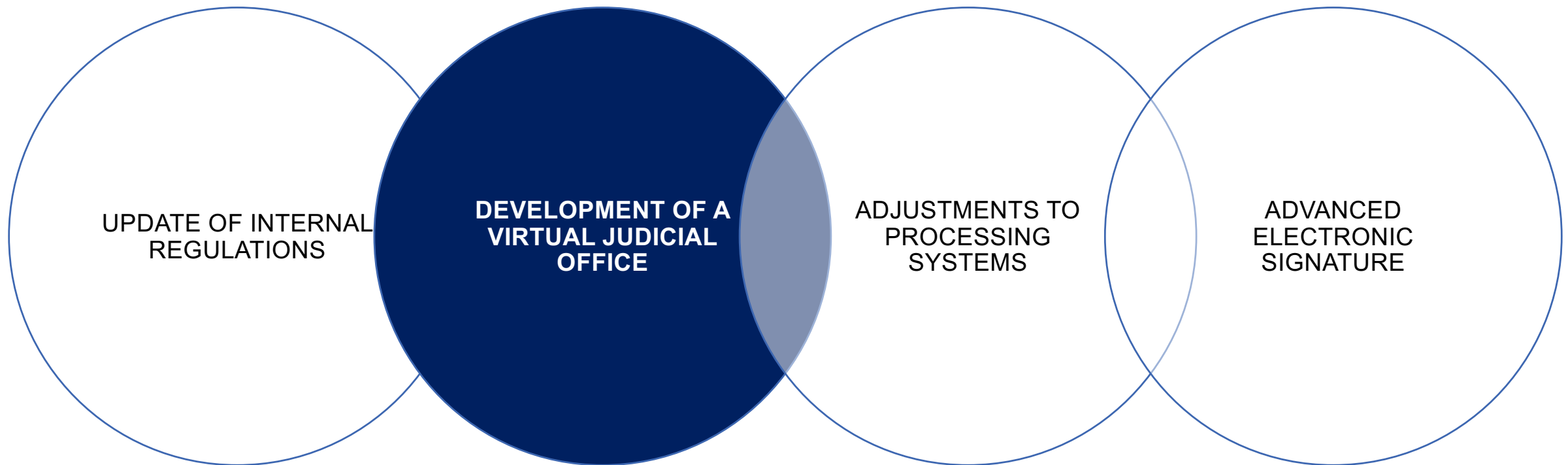
ELECTRONIC PROCESSING LAW

- Scope of Application
- Principles
- Use of Computer Systems
- Electronic Signature
- Geo-referencing
- People Management
- Search for Causes

REGULATIONS BY THE SUPREME COURT

- State Password for Public Services
- Virtual Judicial Office
- Advanced Electronic Signature
- Annual Court Work Plan
- Internal Management Control
- User Support and Guidance
- Use of Technological Media

KEY ASPECTS OF IMPLEMENTATION



OFICINA JUDICIAL VIRTUAL

Todos los servicios

Ingreso de causas y escritos

Consulta causas

Trámite Fácil

Guía de atención de público

Audiencia de

Ingreso como invitado

Certificado disponibilidad

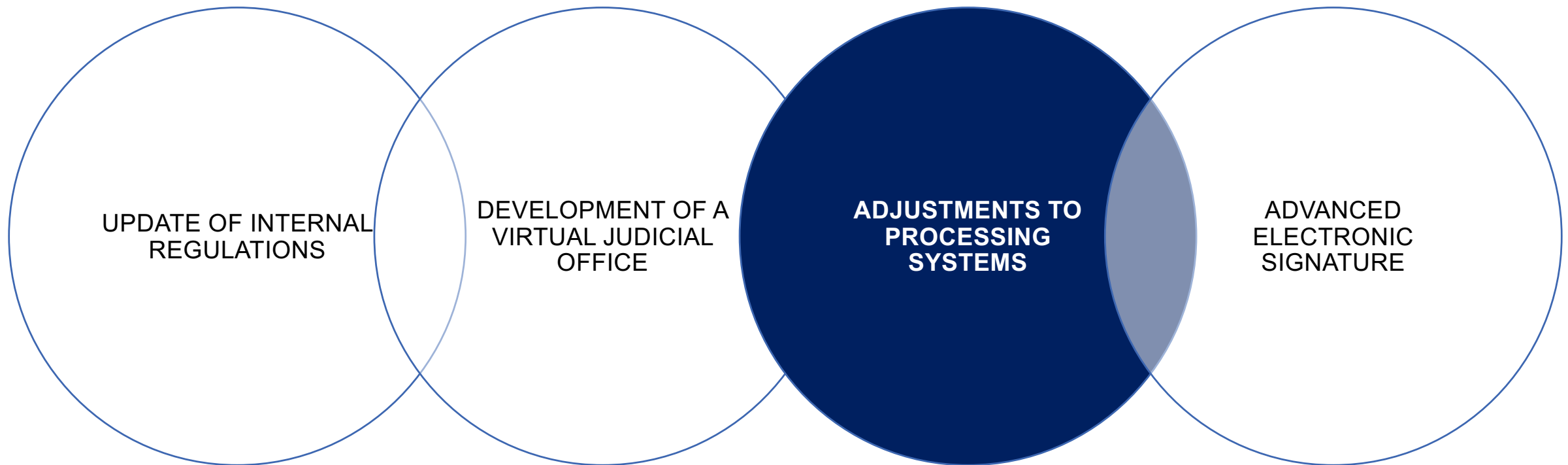
VIRTUAL JUDICIAL OFFICE

In order to improve access to justice, available 24 hours a day and from anywhere in the world, the Virtual Court Office is the only channel for processing cases for users, allowing the entry of claims, documents and knowing the details of the entire digital file.

<https://oficinajudicialvirtual.pjud.cl/>



KEY ASPECTS OF IMPLEMENTATION



USER ACCESS TO THE DIGITAL CASE

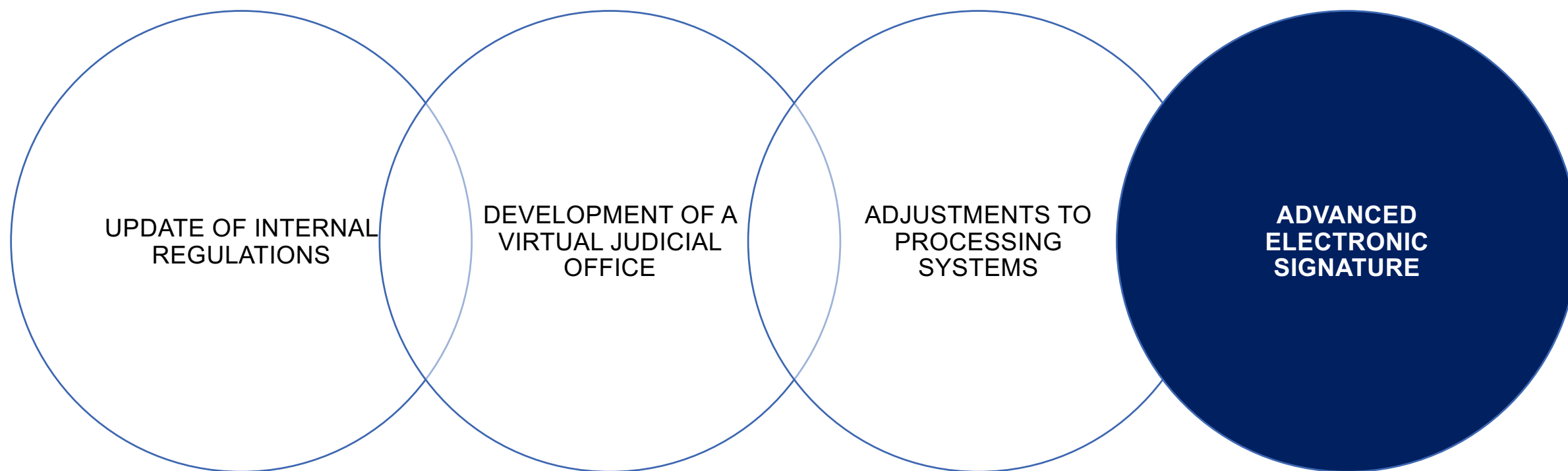
The digital file of each case is accessible to all users through the Virtual Court Office. Each court file is made up of documents entered by the parties to the case, and also includes all actions, resolutions and judgments issued by the courts. Additionally, all procedural milestones, deadlines and relevant metadata are recorded to facilitate the monitoring of the cases and the generation of statistical information.

<https://oficinajudicialvirtual.pjud.cl/>

The screenshot displays the user interface of the Virtual Court Office. On the left is a dark blue sidebar with the logo of the Poder Judicial de Chile and a menu with options: Mis Causas, Mis Notificaciones, Mis Audiencias, Mi Estado Diario, Mis impuestos electrónicos, Mi Declaración de Intereses, Remates, and Trámite Fácil. The main content area shows a breadcrumb trail 'Mis Causas' and a navigation bar with tabs for different court levels: Corte Suprema, Corte Apelaciones, Civil, Laboral, Penal, Cobranza, Familia (selected), and Disciplinario. Below the tabs is a 'Filtros' toggle switch. A table displays search results with columns: Rit, Tribunal, Caratulado, Fecha Ingreso, Estado Procesal, and Institución. One result is shown for Rit C-5008-2015 at the 4 Juzgado de Familia Santiago, with Caratulado LARA / MARTINEZ, Fecha Ingreso 04/09/2015, and Estado Procesal Con Sentencia. At the bottom, it indicates 'Total de registros: 1' and includes pagination controls for 'Inicio', '1', and 'Fin'.

Rit	Tribunal	Caratulado	Fecha Ingreso	Estado Procesal	Institución
C-5008-2015	4 Juzgado de Familia Santiago	LARA / MARTINEZ	04/09/2015	Con Sentencia	

KEY ASPECTS OF IMPLEMENTATION

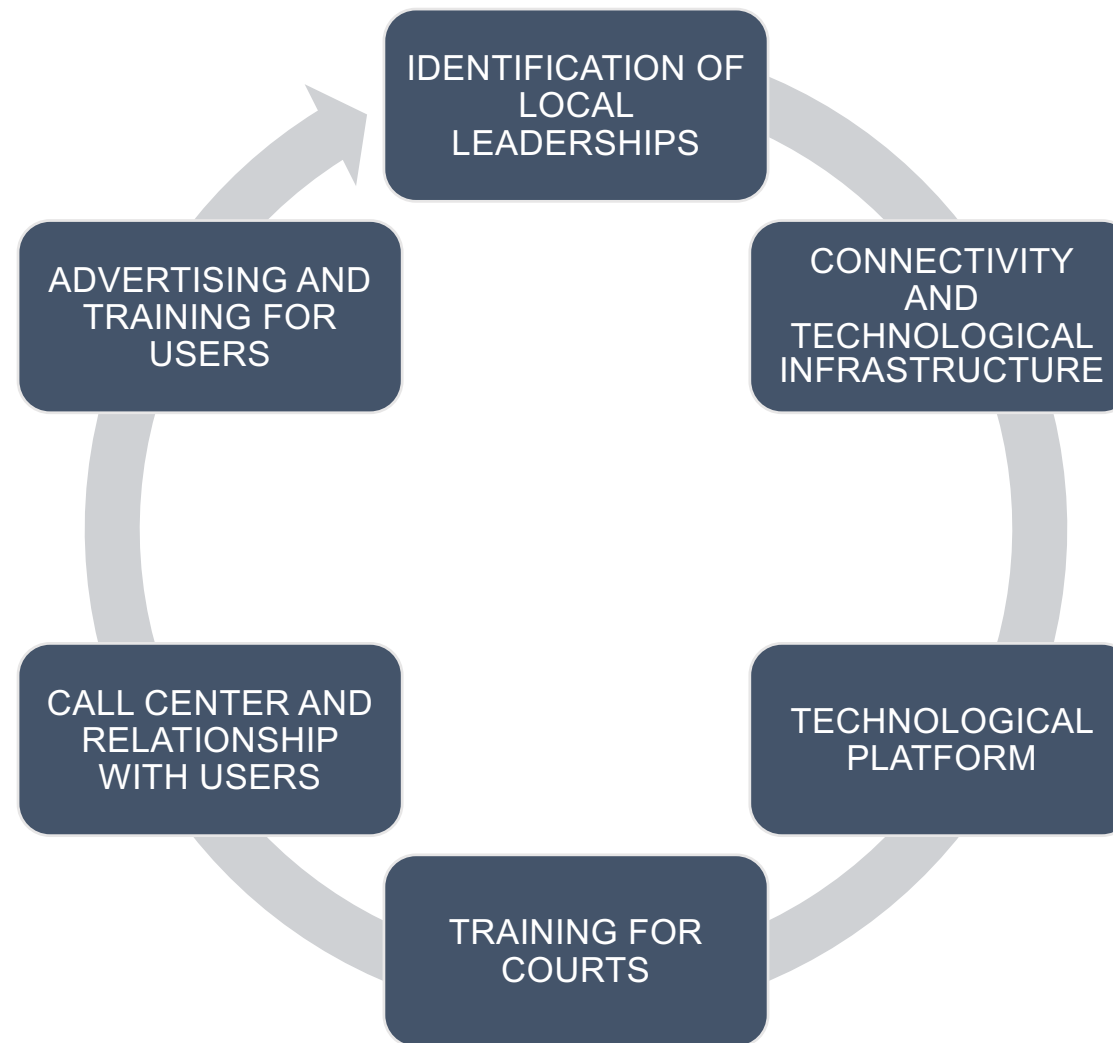




ADVANCED ELECTRONIC SIGNATURE

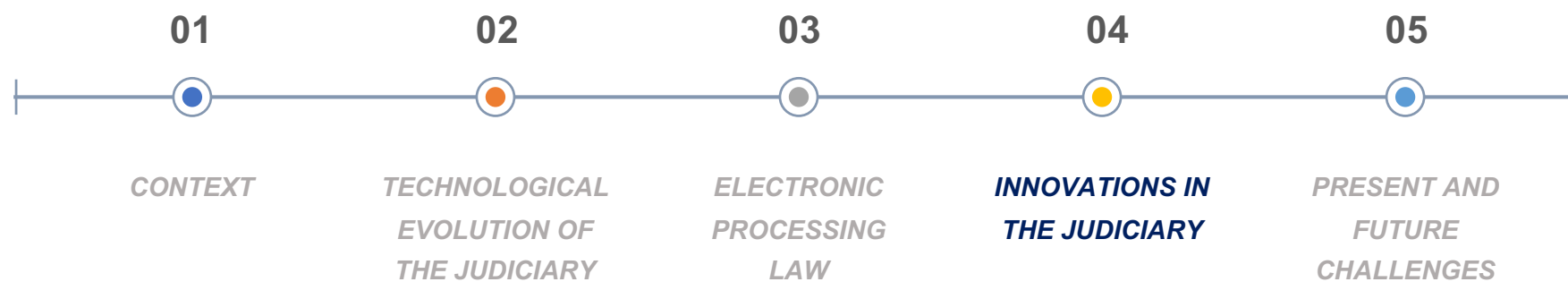
Implementation of Advanced Electronic Signature for all documents signed by judges and assistants in the administration of justice.

ADDITIONAL ASPECTS OF IMPLEMENTATION



CONTENT

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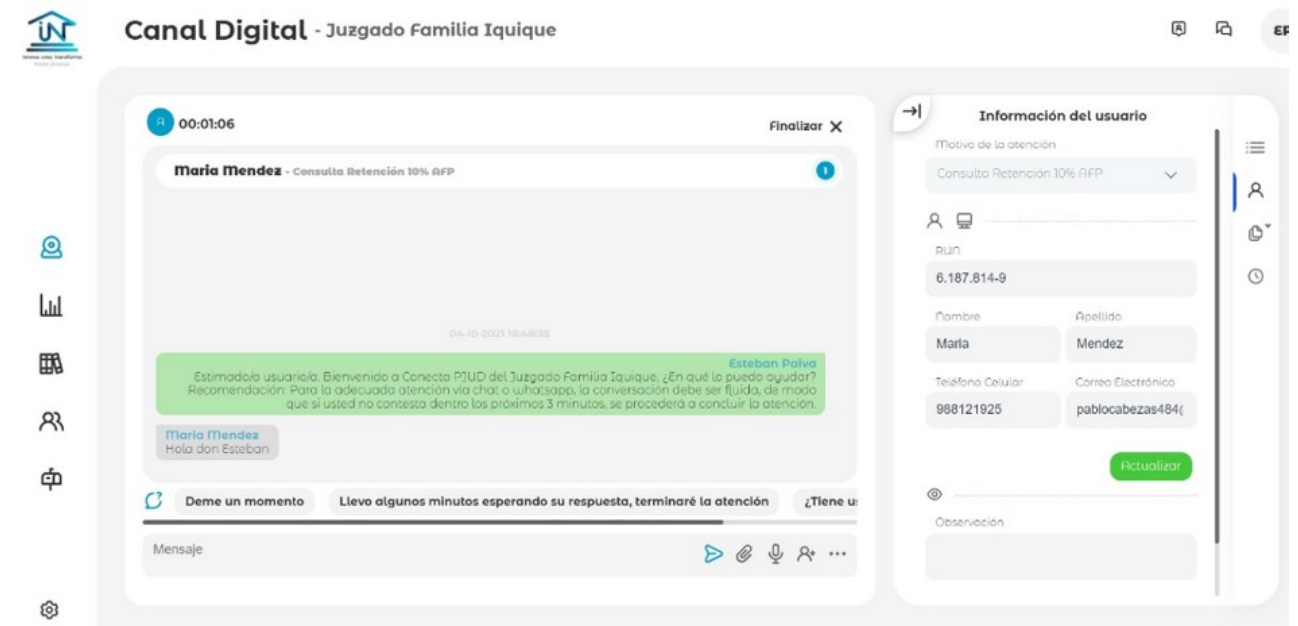


CONECTA PJUD

Omnichannel platform for digital user support.

In July 2020, the first Conecta PJUD prototype was launched with 4 courts in the country. Today, after 4 years, Conecta has incorporated more than 280 courts and judicial units and has made it possible to manage more than 1,900,000 effective user services digitally.

- ✔ Customer service via VC (70%) and chat (30%).
- ✔ Allows referral of attention between courts or to the internal team.
- ✔ Registration and traceability of user care.
- ✔ Expands territorial coverage in collaboration with other institutions.



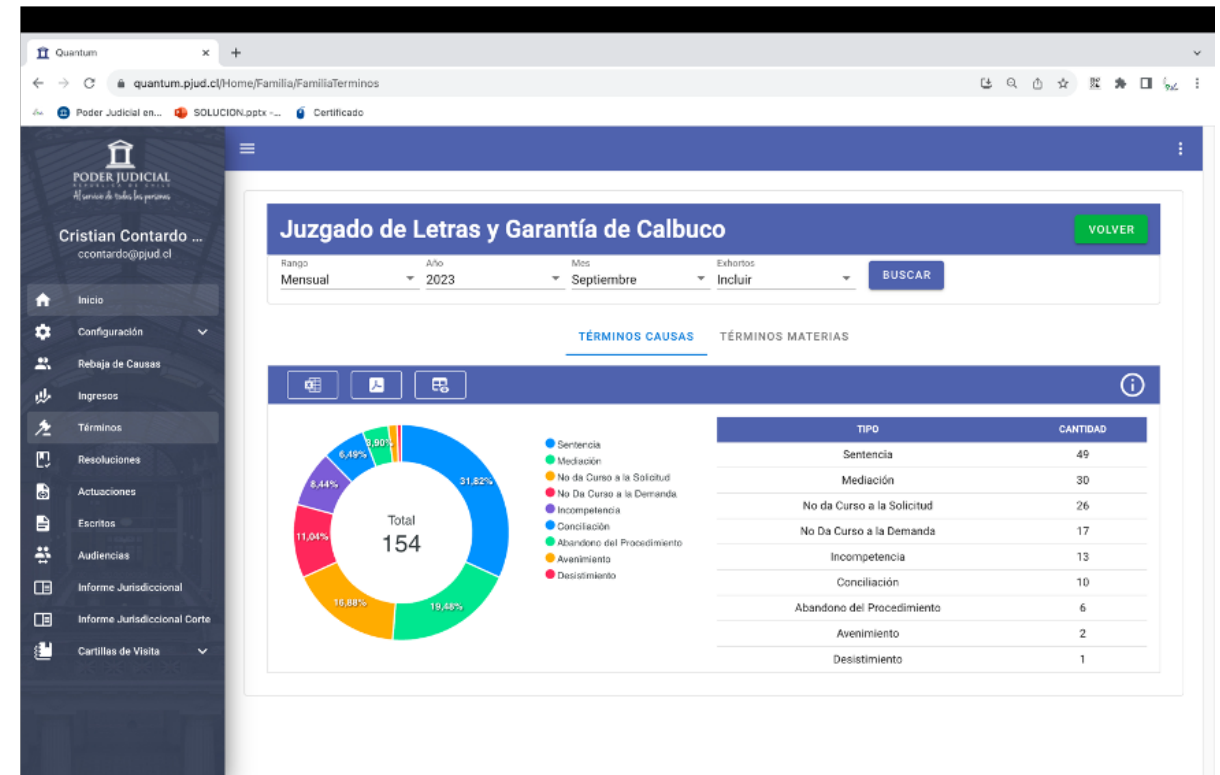
<https://conecta.pjud.cl/>

QUANTUM

Courts management indicators

Since July 2018, the Judiciary has had the Quantum platform, which consolidates statistics on judicial proceedings to generate management indicators for each court.

- ✓ Consolidated online information
- ✓ All matters, including appeals courts
- ✓ Historical and comparative records
- ✓ Transparency of management





Poder Judicial en números

Ver cifras clave →

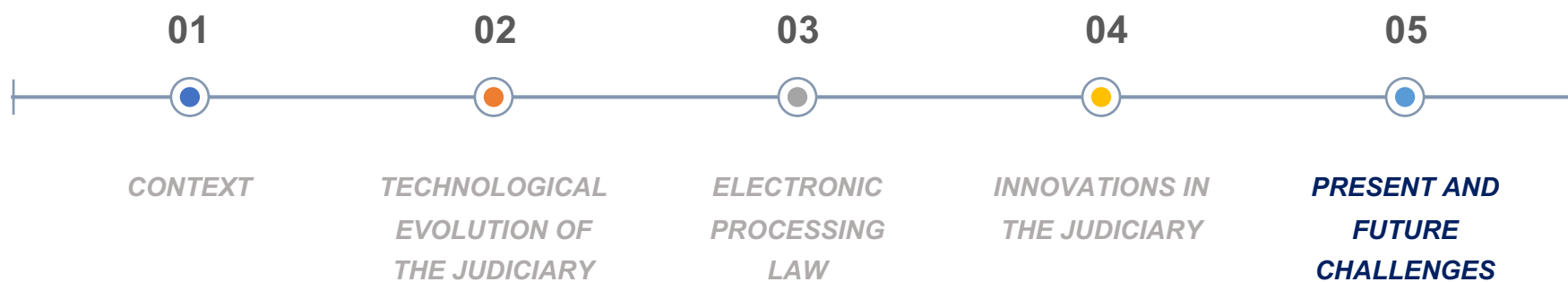
ACTIVE TRANSPARENCY

Publicity, transparency and accountability in the exercise of the jurisdictional function, as in all the administration and management of the Judiciary, is imperative. Thus, a portal has been made available to citizens that consolidates information about the functioning, structure and statistical data of the institution, downloadable in multiple formats, becoming the first institution in the justice sector in Chile to make its information available on an open data portal.

<https://numeros.pjud.cl/>

CONTENT

DIGITAL TRANSFORMATION OF JUSTICE IN CHILE



INNOVATION MANAGEMENT IN THE JUDICIAL BRANCH

This methodology seeks to identify various opportunities for improvement within the institution, to then develop ideas for solutions and implement them in order to provide a better service to the community, thus allowing officials to propose new ways of solving problems and collaborate with the Administrative Corporation to implement them.

<https://www.youtube.com/watch?v=HmXncHcnDr4>



APPLICATION OF ARTIFICIAL INTELLIGENCE TECHNOLOGIES IN DIFFERENT AREAS

Over the last few years, progress has been made in exploring different artificial intelligence technologies applied to various areas of processing. Today, the implementation of this type of solutions is a challenge in which the Judiciary has taken its first steps.



THANK YOU VERY MUCH!

**D I G I T A L T R A N S F O R M A T I O N O F J U S T I C E I N
C H I L E**

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